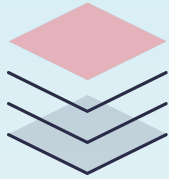


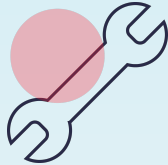
Service Overview

A specialised support services for workloads hosted within Container Platforms **on Azure**.



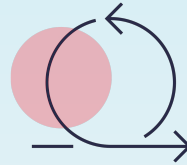
Monitoring

- Managed monitoring for:
 - Clusters
 - APIs
 - Logs
- Automated alerting



Service Management

- 24/7 incident management
- 8x5 access to experts
- Problem management (Root Cause Analysis)



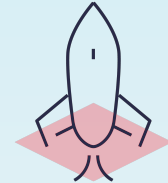
Container Support

- Ensuring availability & accessibility of supported
 - Clusters
 - Control Plane/Worker Nodes
 - Connected cloud services



Maintenance & Management

- Service requests and administration
- Version upgrades
- Managed Backups & Patching



Governance

- Customer Success Management
 - Reporting
 - ITSM visibility
 - ITSM integration